

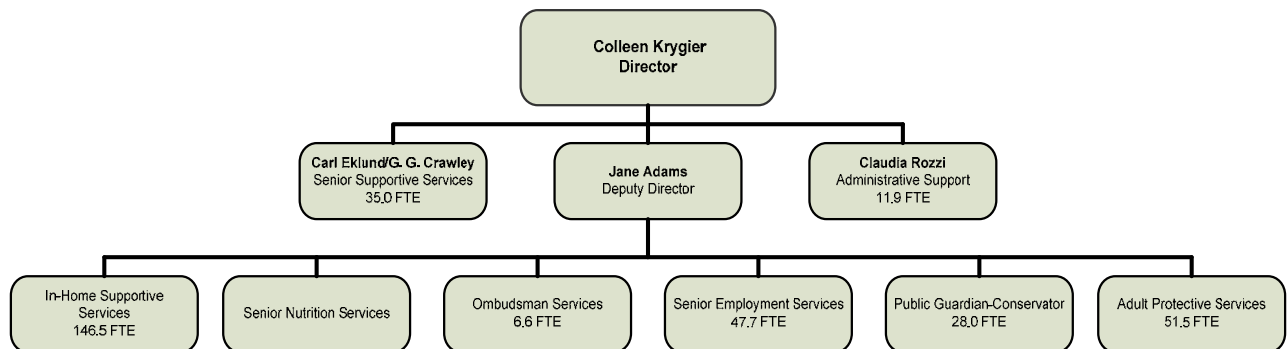
AGING AND ADULT SERVICES

Colleen Krygier, Director

I. MISSION STATEMENT

The Department of Aging and Adult Services (DAAS) assists seniors, at-risk individuals and adults with disabilities to improve or maintain choice, independence, and quality of life so they may age in place in the least restrictive environment.

II. ORGANIZATIONAL CHART



III. DESCRIPTION OF MAJOR SERVICES

DAAS has three major program areas: Social Service programs, Area Agency on Aging programs, and the Office of Public Guardian/Conservator for the County of San Bernardino.

Social Service Programs:

Adult social service programs administered under the direction of the California Department of Social Services and funding (state and federal) is included in the Human Services Administrative Claim budget.

- **In Home Supportive Services (IHSS):** This program provides personal and domestic services for aged, disabled and blind persons which enable them to remain safely in their own homes and prevent or delay placement.
- **Adult Protective Services:** Components of this program include investigation of reports of potential elder and dependent adult abuse and neglect, development of a service plan (when necessary), counseling, and referral to community resources, and monitoring the progress of the client.

Area Agency on Aging programs:

Senior programs are administered under the direction of the California Department of Aging and the funding is under the Older Americans Act (federal) and Older Californians Act (state). These programs are budgeted in the Human Services Aging budget. The major programs are listed below.

- **Senior Supportive Services** include programs for Seniors (persons 60 and over) to provide links to services that allow the aging population to remain safely in homes, and include adult day care, assisted transportation, legal services, home safety devices and case management services.
- **Senior Information and Assistance** provides information and links to programs.
- **Elderly Nutrition** provides seniors (age 60 and over) nutritious meals in congregate settings and home delivery of meals for homebound seniors.
- **Ombudsman Program** is mandated by federal and state law to identify, investigate and resolve complaints on behalf of long term care residents age 60 and over who reside in skilled nursing, transitional care, or residential care facilities for the elderly.
- **Senior Training and Employment Program** provides part-time employment services for persons age 55 and over, and includes on-the-job training, resume preparation and job location strategies.
- **Multipurpose Senior Services Program (MSSP)** helps to prevent or delay placement in residential care by providing intensive case management to enable persons to remain safely in their own home.



- **Linkages Program** is a 'gap-filler' that helps persons at risk of being institutionalized who are not receiving other case management services.

Office of the Public Guardian/Conservator:

The Public Guardian/Conservator, is the conservator of individuals who are found to be gravely disabled or to lack capacity to manage their finances and provide for their own care and where no other individual (relative, friend, or private conservator) is willing/able to fulfill this function, as determined by the court. The conservator is responsible for the conservatees finances, medical care decisions, and placement.

- **Probate Conservatee:** Persons under probate conservatorship are incapacitated and may suffer from forms of dementia, stroke, other brain related injuries and/or other debilitating diseases. They have been found to be unable to provide for their basic needs for physical health, food, clothing and shelter, or resist fraud or undue influence.
- **Lanterman-Petris-Short (LPS) Conservatee:** Persons who are found by the court to be 'gravely disabled' as a result of a mental disorder or impairment by chronic alcoholism or other substance abuse. Grave disability is defined as unable to provide for food, clothing, or shelter as a result of a mental disorder.

IV. 2005-06 ACCOMPLISHMENTS

- Transitioned the administration of the county's Public Guardian-Conservator office into DAAS to provide a more efficient continuum of services for clientele.
- Relocated Public Guardian-Conservator office from the Coroner's office in San Bernardino to Redlands.
- Increased participation by 33% in the federal Medical Administrative Activities (MAA) program. MAA provides reimbursement from the federal Medicaid Program for outreach and other health-related activities.
- Developed a cooperative effort with service providers to offer more homebound seniors frozen entrée meals to reduce cost per meal.
- Implemented and trained the four largest nutrition providers on entering service activities and hours into the data management system for the Aging Programs. Training fully completed by January 2006.
- Completed Beta testing for the automated processing of timesheets for the IHSS care providers. Currently the department processes over 30,000 timesheets a month by manually entering the data into the state's IHSS payroll system. The pilot for the new automated system began in August 2006.
- Developed and implemented IHSS Quality Assurance (QA) for enhanced program integrity in client services.
- Increased the number of nurses for Quality Assurance in Health Care Case Management for medically fragile clients in the MSSP and IHSS programs.

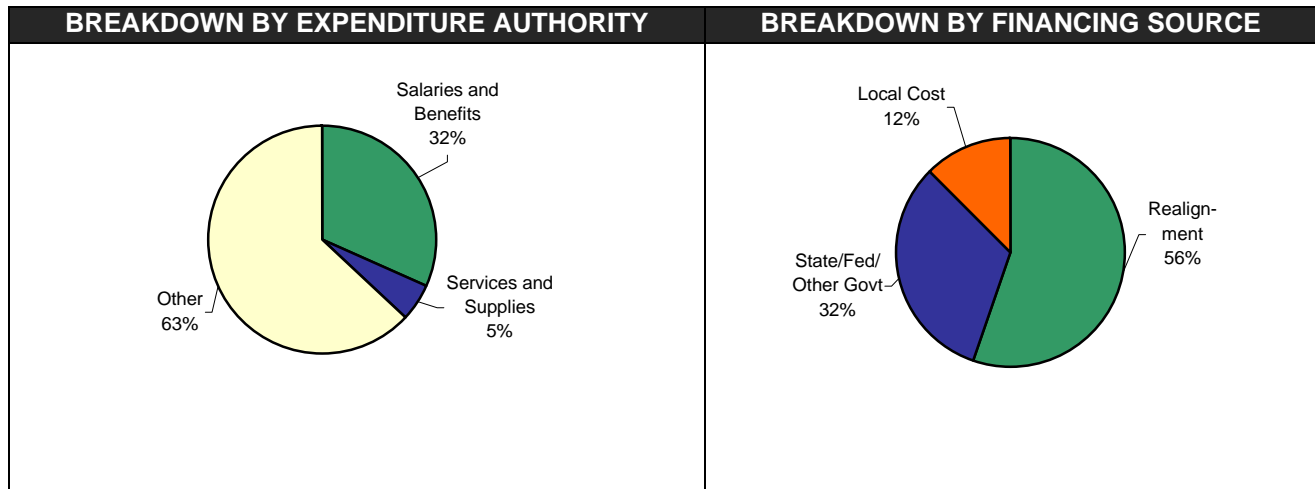
V. SUMMARY OF BUDGET UNITS

	2006-07			
	Appropriation	Revenue	Local Cost	Staffing
Adult Programs	53,690,960	47,027,902	6,663,058	201.0
Aging Programs	10,602,940	10,602,940	-	103.2
Public Guardian-Conservator	1,070,683	342,000	728,683	28.0
TOTAL	65,364,583	57,972,842	7,391,741	332.2



ADULT PROGRAMS

VI. 2006-07 BUDGET



VII. GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1: ASSIST AT-RISK ADULTS AND FRAIL ELDERLY TO MAINTAIN INDEPENDENCE AND LIVE SAFELY IN THE LEAST RESTRICTIVE ENVIRONMENT.

Objective A: Complete applications for In-Home Supportive Services (IHSS) customers within 30 days.

Objective B: Complete annual re-evaluation process for IHSS customers within state timelines.

MEASUREMENT		2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
1A.	Percentage of IHSS applications completed within 30 days.	57%	75%	75%	Deleted
1B.	Percentage of IHSS annual re-evaluations (RV) completed within state timelines.	76%	90%	80%	90%

Status

Action plans to improve IHSS application-processing/re-evaluation timelines have been developed and implemented. Objective 1A. will be deleted for 2007-08. Conflict in state regulations concerning processing timeframes between Medi-Cal and IHSS applications need to be resolved at state level.

GOAL 2: ENSURE THE SAFETY OF AT-RISK ADULTS AND THE ELDERLY TO IMPROVE OR MAINTAIN QUALITY OF LIFE.

Objective A: Respond to emergency Adult Protective Services (APS) referrals within state mandated timelines.

MEASUREMENT		2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
2A.	Percentage of emergency APS referrals responded to within the state mandated timeframes.	N/A	100%	95%	100%

Status

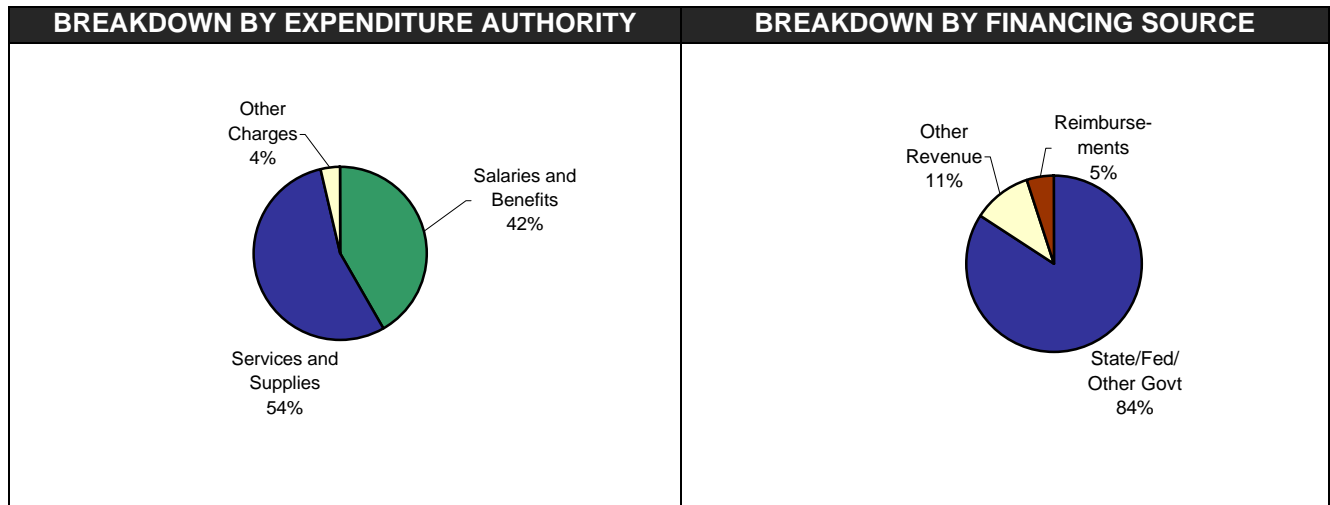
APS emergency referrals are responded to well within the 24-hour state mandate. Training needs on response to non-emergencies have been identified and will be addressed.

DAAS selected these goals for 2007-08 because they are closely tied to its mission statement elements of choice, independence and quality of life. Funding limits in both of these programs has resulted in a reduced level of staffing and ongoing challenges to meet these regulatory mandates. Accomplishing these objectives will ensure that serving DAAS customers, working to ensure the safety of at-risk adults and elderly, and prevention of premature placement, remains a primary focus.



AGING PROGRAMS

VI. 2006-07 BUDGET



VII. GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1: ASSIST SENIORS TO MAINTAIN CHOICES AND IMPROVE QUALITY OF LIFE BY INCREASING KNOWLEDGE AND AWARENESS OF AVAILABLE PROGRAMS AND ASSISTANCE.

Objective A: Increase Senior Information & Assistance (SIA) outreach efforts.

MEASUREMENT	2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
1A. Percentage increase of SIA individual customer contacts (4,860 contacts in 2005-06).	N/A	8%	8%	10%

Status

The 2006-07 projected goal has been reached due to an increase of contacts resulting from the second Senior outreach event in Victorville.

GOAL 2: ASSIST AT-RISK ADULTS TO MAINTAIN INDEPENDENCE AND LIVE SAFELY IN THE LEAST RESTRICTIVE ENVIRONMENT.

Objective A: Increase number of individuals served through Senior Nutrition programs.

MEASUREMENT	2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
2A. Percentage increase of meals served through Senior Nutrition programs (862,077 meals in 2005-06).	N/A	1%	3.35	1%

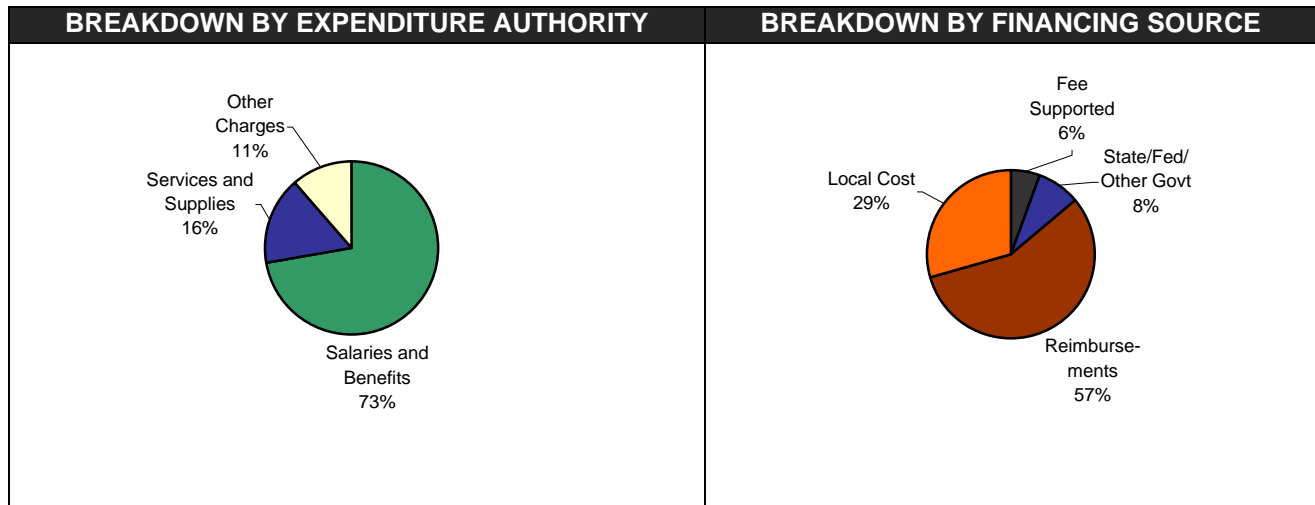
Status

DAAS continues to increase senior awareness of the nutrition program to meet the projected estimate of total meals served.



PUBLIC GUARDIAN

VI. 2006-07 BUDGET



VII. GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1: ENSURE THE SAFETY AND WELFARE OF THE AT-RISK ADULTS AND THE ELDERLY REFERRED TO PUBLIC GUARDIAN .

Objective A: Complete probate referral investigations within 60 days.

MEASUREMENT	2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
1A. Percentage of probate investigations completed within 60 days of referral.	50%	60%	60%	75%

Status

Reorganization of intake unit is pending that would provide a more effective process in completing probate investigations within 60 days.

VIII. 2006-07 APPROVED ADDITIONAL GENERAL FUND FINANCING (POLICY ITEMS)

Policy Item 1. Approval of 1.0 Deputy Chief Public Guardian to perform day-to-day management oversight, quality control, and monitoring of budget. This position will enhance overall management of Public Guardian operations.

MEASUREMENT	2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
P1. Percentage increase of operations to ensure percentage of conservatees visited quarterly exceeds 60%.	N/A	70%	33%	70%

Status

This position is currently vacant.



IX. 2007-08 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING (POLICY ITEMS)

The department is not requesting any additional general fund financing for 2007-08.

X. 2007-08 PROPOSED FEE ADJUSTMENTS

The department is not requesting any proposed fee adjustments for 2007-08.

If there are questions about this business plan, please contact Linda Nelson, Staff Analyst II, at (909) 891-3916.

